SEWP VI Ordering Guide

Kai Fusion

A Joint Venture of Malama Kai Technologies and Fusion Technology

Categories B and C

Contract 80TECH26D1710 (Category B) | Contract 80TECH26D1921 (Category C)
UEI: L45FELCX7D95

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1. Overview: Kai Fusion & NASA SEWP VI

About Kai Fusion

Kai Fusion is a joint venture between Malama Kai Technologies (MKT), a Native Hawaiian Organization (NHO), and Fusion Technology LLC, a HUBZone-certified small business founded in 2007 and headquartered in Bridgeport, West Virginia. Together, the member companies support federal defense, intelligence, and civilian customers, including the DoD, Department of Homeland Security (DHS), Federal Bureau of Investigation (FBI), Intelligence Community (IC), and other federal and state agencies.

Kai Fusion delivers mission-critical capabilities in cloud architecture and migration, cybersecurity and DevSecOps, identity and access management and biometrics, enterprise IT operations, network engineering, data analytics, and Agile software development. The joint venture combines Malama Kai's federal innovation and engineering capabilities with Fusion Technology's mature delivery processes and experienced technical workforce.

Malama Kai Technologies is an SBA-approved 8(a), NHO-owned firm that operates a research and development center in Maui, Hawaii. Its capabilities include materials procurement, additive manufacturing and rapid prototyping, forward engineering, and enterprise data automation in support of operational readiness. Malama Kai holds a Top Secret Facility Clearance and CMMC Level 2 self-certification, and more than 95% of its staff hold Top Secret clearances.

Fusion Technology provides secure IT and engineering services to federal agencies, with strengths in Agile software development, cloud migration, cybersecurity, data analytics, and biometric integration. The company holds ISO 9001:2015, ISO 20000-1:2018, and ISO 27001:2022 certifications; CMMI Level 3 appraisals for Development and Services; CMMC Level 2 self-certification; a Top Secret Facility Clearance with Secret safeguarding; and AWS Select Tier Partner status. More than 90% of its staff hold Top Secret clearances.

Corporate Information

Item	Information
Legal Name	Kai Fusion
Joint Venture Members	Malama Kai Technologies (NHO) Fusion Technology LLC (Small Business HUBZone)
UEI	L45FELCX7D95
CAGE Code	9XA66
SEWP VI Contracts	Category B: 80TECH26D1710 Category C: 80TECH26D1921
Headquarters	13873 Park Center Rd. Ste 304S Herndon, VA 20171
Website	www.kaifusion.com
Program Manager for SEWP	Holly Hale Phone: 571-822-4253 Email: holly.hale@malamakai-nho.com

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Item	Information
Deputy Program Manager for SEWP	Abbie Santee Phone: 703-732-8326 Email: abbie.santee@malamakai-nho.com
Business Status	8(a) Small Business Joint Venture

Member Firm Certifications

Certification	Held By	Status
CMMI-DEV Level 3	Kai Fusion LLC	Active
CMMI-SVC Level 3	Kai Fusion LLC	Active
ISO 9001:2015	Kai Fusion LLC	Active
ISO 20000-1:2018	Kai Fusion LLC	Active
ISO 27001:2022	Kai Fusion LLC	Active
AWS Select Tier Partner	Kai Fusion LLC	Active

About NASA SEWP VI

The Solutions for Enterprise-Wide Procurement (SEWP) VI program is a Government-Wide Acquisition Contract (GWAC) administered by NASA Goddard Space Flight Center. SEWP VI is a multiple-award contract vehicle designed to provide federal agencies with streamlined access to Information Technology, Communications, and Audio/Visual (ITC/AV) products and services. The contract is designated as a Best-in-Class (BIC) acquisition solution and is available for use by all federal agencies.

Kai Fusion secured prime contract awards under:

Category	Description
Category B (80TECH26D1710)	Enterprise-Wide IT Service Solutions
Category C (80TECH26D1921)	ITC/AV Mission-Based Services (Small Business Set-Aside)

Through these awards, Kai Fusion provides agencies with access to a broad range of enterprise and mission-focused IT services across the federal landscape.

Category B covers enterprise-scale service solutions including managed IT services, cloud services, cybersecurity, application development, data analytics, and systems integration. Category C covers mission and program-level services including custom programming, network operations, engineering and design services, data processing, cybersecurity, and consulting. Category C is restricted to small businesses.

SEWP VI supports multiple contract types at the order level, including firm fixed price (FFP), time and material (T&M), labor hour (LH), fixed price award fee (FPAF), and fixed price incentive fee (FPIF), giving agencies flexibility to structure task orders around mission needs.

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Fair Opportunity (FAR 16.505(b))

SEWP VI is a multi-award GWAC. All task orders are subject to the Fair Opportunity procedures required by FAR 16.505(b). Under Fair Opportunity, the ordering agency issues a Request for Quote (RFQ) to SEWP VI contract holders within the applicable category or categories and evaluates responses to determine best value. Exceptions to Fair Opportunity are limited to those provided in FAR 16.505(b)(2).

For more information about the SEWP program, visit the NASA SEWP website: https://www.sewp.nasa.gov

2. How to Obtain a Quote

Federal agencies may request a quote from Kai Fusion for IT services and solutions available under SEWP VI Categories B and C. The process for obtaining a quote follows the steps below.

Step 1: Identify the Requirement

Determine the services, solutions, or support needed. Kai Fusion can assist agencies in evaluating whether a requirement falls within SEWP VI scope.

Step 2: Submit via NASA SEWP Quote Request Tool (QRT)

The primary method for requesting a quote is through the NASA SEWP QRT at https://www.sewp.nasa.gov. The QRT allows ordering agencies to issue RFQs, Requests for Information (RFIs), and Market Research Requests (MRRs) to SEWP contract holders. Kai Fusion monitors the QRT and responds to all applicable requests.

Step 3: Contact Kai Fusion Directly for Pre-Quote Assistance

Agencies that need help scoping requirements, determining whether a need is in scope for SEWP VI, or identifying the right contract type may contact Kai Fusion directly. Kai Fusion provides configuration analysis to determine the suitability, correctness, and availability of offerings to the customer's requirements at no charge.

Step 4: Receive and Evaluate Kai Fusion's Quote

Kai Fusion will submit a fully compliant proposal through the SEWP VI online QRT portal containing:

- Detailed Technical Approach and Work Breakdown Structure (WBS)
- Fully burdened labor category rates / Itemized commercial technology pricing
- Delivery milestones, Service Level Agreements (SLAs), and verification data

Step 5: Place the Order

Once the agency selects Kai Fusion, the ordering Contracting Officer issues a delivery order or task order. The order must be submitted to the NASA SEWP Program Management Office (PMO) at sewporders@sewp.nasa.gov. The SEWP PMO will assign a SEWP Control Number (SCN) and route the order to Kai Fusion. Kai Fusion will not begin work on any order over the micro-purchase threshold until the SCN has been assigned. Commercially available technical

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specifications for any product or service on Kai Fusion's SEWP VI contracts are available upon request at no charge.

3. Post-Delivery Support

Kai Fusion provides the following post-delivery support services at no additional charge to SEWP customers:

Installation Coordination

Kai Fusion coordinates installation activities for products and services delivered under SEWP VI task orders, including scheduling, site preparation guidance, and on-site or remote installation support as specified in the delivery order. Deployments follow ISO 20000-1 certified service delivery lifecycles, ensuring zero mission disruption, comprehensive cable plant management, rack-mount integration, and on-site or remote verification testing.

Warranty Support

Kai Fusion supports both basic and extended warranty coverage for products delivered under SEWP VI. Warranty terms are specified in the delivery order and follow the manufacturer's standard warranty unless otherwise negotiated. Kai Fusion serves as the single point of contact for warranty claims, coordinates with manufacturers on the customer's behalf, and tracks warranty resolution through completion.

Technical Support

Kai Fusion provides technical support for services and solutions delivered under SEWP VI task orders. Technical support includes troubleshooting, configuration assistance, and guidance on the operation and maintenance of delivered products and services. Kai Fusion also provides 24/7/365 Tier I through Tier IV engineering support for all deployed software systems, cloud configurations, and enterprise networks under our help desk support operations.

Software Support

For software products delivered under SEWP VI, Kai Fusion provides support for installation, licensing, updates, and compatibility issues. Kai Fusion coordinates with software publishers for license management, renewal, and escalated support issues.

Post-Delivery Contact

For all post-delivery support matters, contact:

Holly Hale
Program Manager
Phone: 571-882-4253
Email: holly.hale@malamakai-nho.com

Or

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Abbie Santee
Deputy Program Manager
Phone: 703-732-8326
Email: abbie.santee@malamakai-nho.com

4. Order Troubleshooting

If an issue arises with an existing order, Kai Fusion is committed to resolving ordering, shipping, administrative, or technical issues rapidly and transparently. Common order issues and the process of resolution are described below.

Delivery Status

Customers may inquire about the delivery status of any open order. Kai Fusion maintains current delivery status in the SEWP Contract Holder Only Page (CHOP) and provides updates to customers upon request. If the delivery date needs to change, Kai Fusion notifies the customer in advance.

Order Modifications

If requirements change after an order is placed, the ordering Contracting Officer may submit a modification through the SEWP PMO. Kai Fusion processes modifications promptly and submits updated CLIN verification files within one business day of the modification.

Incorrect or Damaged Deliverables

If a delivered product does not match the specifications of the delivery order, or if a product arrives damaged, contact Kai Fusion immediately. Kai Fusion coordinates replacement, return, or repair through the manufacturer and tracks the issue through resolution. Kai Fusion will immediately generate an RMA, schedule return carrier logistics at no agency cost, and initiate immediate priority replacement shipments.

Billing and Invoice Questions

For questions about invoicing, payment, or order amounts, contact Kai Fusion's program office at accounting@malamakai-nho.com. Kai Fusion's invoicing complies with all FAR requirements and aligns with the banking information registered in SAM.gov under UEI L45FELCX7D95.

Escalation

If an issue is not resolved to the customer's satisfaction through normal channels, customers may escalate concerns to the NASA SEWP PMO at chhelp@sewp.nasa.gov or by visiting https://www.sewp.nasa.gov.

Order Troubleshooting Contact

For all order-related questions or issues, contact:

Holly Hale
Program Manager

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Phone: 571-882-4253
Email: holly.hale@malamakai-nho.com

Or

Abbie Santee
Deputy Program Manager
Phone: 703-732-8326
Email: abbie.santee@malamakai-nho.com

5. Kai Fusion's SEWP VI Service Areas

Kai Fusion provides the following services under SEWP VI Categories B and C. These technical areas represent the types of services available; the categories are not exhaustive. Other services adhering to the ITC/AV definition are within scope and may be provided to meet an agency's mission needs.

Category B: Enterprise-Wide Solutions

IT Managed Services: Kai Fusion delivers comprehensive, multi-tiered IT Managed Services. Our expertise spans operating a three-tiered service desk that processes millions of complex data reports, providing personalized one-on-one customer support, and delivering tailored end-user training and professional communications. Backed by a certified team, we ensure seamless operations through expert system administration across Windows, Linux, and UNIX platforms, proactive configuration management, and rapid incident response to support critical mission objectives.

Enterprise-Wide Network Services: We collaborate with engineers to analyze and define network requirements, ensuring all designs adhere to strict industry standards and procedures. Our team configures virtual local area networks (VLANs), manages switch settings, and implements advanced security measures using load balancers and application security modules to ensure robust network segregation and secure communication. We administer tiered storage, local and off-site cloud storage, and automated disaster recovery routines to guarantee data integrity and rapid recovery. To support Continuity of Operations (COOP), we design automated failover procedures using Ansible playbooks and conduct regular controlled and uncontrolled failover testing. Additionally, we provide 24/7 network administration and Network Operations Center (NOC) monitoring, managing firewalls, virtual private networks (VPNs), and demilitarized zones (DMZs) while adhering to stringent Security Technical Implementation Guides (STIGs) to maintain a high-security posture.

Enterprise-Wide Innovation Services: We deliver enterprise-wide innovation services by continuously researching and applying emerging technologies to optimize cloud performance, architecture, and migration strategies. Our phased transition approach utilizes comprehensive cloud readiness assessments and multi-cloud options to expedite planning and prevent deployment delays. Operating under Agile, Scrum, and DevOps methodologies, we accelerate software release cycles to achieve rapid, continuous delivery through automated CI/CD pipelines, automated testing, and static code analysis. By leveraging a Software as a Service (SaaS) model, microservices, and Twelve-Factor App principles, we build highly scalable,

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resilient, and cloud-agnostic solutions that utilize open-source technologies to mitigate business risks and support high-capacity hosting environments.

IT Service Management: We deliver comprehensive IT Service Management (ITSM) through a robust, multi-tiered service desk that provides personalized customer support, ticket resolution, and performance monitoring. Our training specialists and communication experts design tailored end-user education, standard operating procedures, and outreach programs to ensure seamless system adoption and stakeholder alignment. To optimize infrastructure, we administer tiered storage, local and off-site cloud backups, and virtualized migrations that enhance system reliability while reducing management costs. Furthermore, we leverage automated testing, environment replication, and standardized ITSM workflows to streamline application deployment, accelerate processing times, and deliver intuitive, cloud-agnostic solutions that elevate the overall customer experience.

Enterprise Service Program Integration: We deliver comprehensive enterprise service program integration and management for complex, large-scale IT environments. Our certified professionals provide robust security services, including continuous vulnerability scanning, intrusion detection and prevention, and strict compliance with Risk Management Framework (RMF), FISMA, and National Institute of Standards and Technology (NIST) standards. We support 24/7/365 NOC monitoring, Tier 1 through 3 help desk operations, and end-to-end network administration covering firewalls, VPNs, and load balancers. Additionally, we manage database administration, tiered storage, and disaster recovery solutions while utilizing Agile methodologies and automated testing to ensure seamless, secure, and available system operations.

Enterprise-Wide Information and Data Analytics Services: We deliver comprehensive enterprise-wide information and data analytics services, guiding clients through strategic cloud adoption, full lifecycle cloud management, and virtualized migrations. Utilizing Agile, Scrum, and DevOps methodologies, we accelerate software release cycles to achieve rapid, continuous delivery while maintaining high-quality standards. Our expertise extends to advanced artificial intelligence, machine learning, and computer vision, where we design and deploy deep learning algorithms for biometric extraction, image processing, and pattern matching to optimize database performance and accuracy. Furthermore, we ensure seamless system interoperability and interconnectivity by developing robust application interfaces that facilitate secure, high-volume data exchange and legacy system modernization without operational disruption.

Enterprise-Wide Application Services and Software Development: We deliver comprehensive enterprise-wide application services and software development using SAFe and Agile Scrum methodologies to drive continuous delivery and operational excellence. Our teams specialize in migrating legacy mainframe transactions to scalable, cloud-agnostic environments using event-driven microservices, containerization, and Software as a Service (SaaS) models. By adopting a robust DevOps approach, we utilize automated CI/CD pipelines and Test-Driven Design (TDD) to build, test, and deploy secure, Section 508-compliant applications with minimal human error. Through rigorous peer reviews, vulnerability scanning, and collaborative sprint cycles, we consistently deliver high-availability, high-transaction software solutions that align with modern industry standards and meet complex stakeholder needs.

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Enterprise-Wide Cybersecurity Services: We deliver comprehensive, enterprise-wide cybersecurity services that encompass system and application development, risk assessments, threat hunting, incident response, and security operations. Our teams support Authorization to Operate (ATO) efforts by refining NIST requirements, implementing STIGs, and conducting RMF and Cybersecurity Maturity Model Certification (CMMC) compliance assessments. We enhance network security and operational efficiency through automated scripting, custom security information and event management (SIEM) dashboards, and Security Orchestration, Automation, and Response (SOAR) proof of concepts. Additionally, we provide robust threat intelligence, malware analysis, mobile device forensics, and firewall upgrades to ensure resilient defense postures and proactive incident management across complex enterprise environments.

Enterprise-Wide Cloud Services: Kai Fusion delivers comprehensive, enterprise-wide cloud services encompassing strategic consultation, full lifecycle management, and the integration of emerging technologies. Our certified cloud engineers support every phase of cloud adoption from analysis and architecture design to migration and operations. We utilize a SaaS model, microservices, and Twelve-Factor Application methodology to ensure horizontal scalability and resiliency. We prioritize open-source, cloud-agnostic solutions and leverage automated testing tools, GitLab-provisioned CI/CD pipelines, and secure Section 508-compliant portals to optimize performance, accelerate deployment, and minimize transition delays for our clients.

Enterprise-Wide Digital Multimedia and Technical Communications: We provide certified hardware engineering and network specialization to design telecommunications distribution systems and coordinate large-scale network facilities. Our team manages voice and data cabling infrastructure, performing physical installations, routine testing, and comprehensive analysis of network elements. We deliver turn-key wireless and wired infrastructure solutions globally, upgrading and supporting extensive networks with automated testing tools, wireless controllers, and secure network access control. By utilizing predictive and on-site wireless surveys, we design and maintain highly reliable, backward- and forward-compliant local area networks (LANs) that support VPNs, Voice over IP (VoIP), video teleconferencing (VTC), and mobile services while implementing robust computer network defense mechanisms.

Category C: Mission-Based Services (Small Business Set-Aside)

Category C provides mission-focused services supporting specific agency programs and operational requirements, encompassing Program Management, Operations & Maintenance, Help Desk Support, Engineering Services, Database Administration, Application Support, Cloud Operations, Data Management, Cybersecurity Operations, Training Services, and Advisory and Assistance Services. In accordance with SEWP VI requirements, Category C task orders are strictly reserved for eligible small business contractors.

6. Ordering Process Summary

The SEWP VI ordering process follows the steps below. For detailed guidance, visit the NASA SEWP website at https://www.sewp.nasa.gov.

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Step 1: Agency Identifies Requirement

The ordering agency determines its ITC/AV requirement and confirms it falls within SEWP VI scope.

Step 2: Agency Submits RFQ via SEWP QRT

The ordering Contracting Officer submits an RFQ, RFI, or MRR through the SEWP online QRT to the applicable SEWP VI category or categories.

Step 3: Kai Fusion Responds with Quote and Verification File

Kai Fusion provides a quote through the SEWP CHOP quote tool, accompanied by a CLIN verification file matching the quoted items and pricing. All quoted items are on contract at the time of the quote.

Step 4: Agency Evaluates and Selects

The ordering agency evaluates quotes per Fair Opportunity procedures (FAR 16.505(b)) and determines best value.

Step 5: Agency Issues Delivery Order or Task Order

The ordering Contracting Officer issues the order and submits it to the SEWP PMO at sewporders@sewp.nasa.gov.

Step 6: SEWP PMO Assigns SCN

The SEWP PMO validates the order, assigns an SCN, and routes the order to Kai Fusion.

Step 7: Kai Fusion Begins Performance

Upon receipt of the order with an assigned SCN, Kai Fusion begins performance. Kai Fusion provides regular status updates through SEWP CHOP and directly to the customer as required.

Acceptable Payment Methods

- Electronic Funds Transfer (EFT) / Automated Clearing House (ACH)
- Government Commercial Purchase Card (GPC) up to micro-purchase thresholds
- Invoicing via IPP (Invoice Processing Platform) or WAWF (Wide Area Workflow)

7. Contact Information

Kai Fusion SEWP VI Program Office

Holly Hale
Program Manager
Phone: 571-882-4253
Email: holly.hale@malamakai-nho.com

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Abbie Santee
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NASA SEWP PMO

Website: https://www.sewp.nasa.gov

Questions: chhelp@sewp.nasa.gov

Order Submission: sewporders@sewp.nasa.gov

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